

7 January 2013

Keeping you safe is a top priority and we are always looking for ways to improve your online security.

On **14 January 2013**, eServices password complexity requirements will change to maximize the protection within the limits of our system. You may change your password immediately to meet the new password complexity requirements but all passwords must meet the following requirements when prompted to change your password.

All passwords will require:

- Minimum of eight (8) characters in length.
- Passwords must contain characters from at least three of the following four categories:
 - Uppercase letter (A-Z)
 - Lowercase letter (a-z)
 - Digit (0-9)
 - Special character (~`!@#\$%^&*()+=-_{}|:;'"?/<>.,.)
- Passwords must be changed at least every 90 days.

Tips for choosing a new password:

- Select a password that is easy to remember, but difficult to guess.
- Don't use your mother's maiden name, your name, your phone number, email address, an anniversary, or date of birth.
- Substitute numbers for letters in a word (CAPV0Ls#1).
- Never use the same passwords for email or online banking as for other websites that you log into.
- "Password" or "1234..." are never secure password choices!

NHQ IT Team